

IN Bureau Of Motor Vehicles: 360 Degree Feedback

Request for Quotation: BMV0002

Release: April 7, 2010

Questions Due: April 13, 2010, 3:00 pm

Responses Due: April 19, 2010, 3:00 pm

SECTION I: INTRODUCTION

Offers are solicited by the Indiana Bureau of Motor Vehicles (the “**State**” for services to provide a **360-Degree Feedback** program.

The BMV intends to sign a contract with one Respondent to fulfill the requirements in this Request for Quotation (RFQ).

A sample state contract is provided with this solicitation.

The criteria used to evaluate responses will include the Statement of Work, the capabilities of the Respondent and the cost.

Questions concerning the contract or bidding procedures should be directed to the Bureau of Motor Vehicles Purchasing Manager @ cedney@bmv.in.gov

SECTION 2: SPECIFICATIONS

2.1 Duties of Contractor. The Contractor shall provide the State with an internet-based 360 feedback employee survey program for Implementation by the State’s Human Resources department “the **System**”. The Contractor shall provide a license to the State to use the System (the “**License**”). Upon termination of the contract, the Contractor must provide the State with a copy of all data created through the use of the System in an agreed, industry standard, format.

2.2 Services. The Contractor shall provide the System for up to 200 BMV feedback recipient users and approximately 1500 respondent users. The Contractor must provide for additional users at the State’s request.

2.3 Scope of Work. The Respondent must provide a proposed Scope of Work (SOW) with the response. The Respondent should expect the SOW may be revised during contract negotiation.

The SOW must address the following:

A. System must be accessible through standard internet browser and secured by username and password.

- B. System must offer different permissions and security sets for access.
- C. System must provide individual 360 Degree Feedback reports as well as group reports based on State needs.
- D. Timeline for updates –With regard to system issues or administrative requests, the State would expect a turn around time not to exceed 24 hours. When State requests a change in the system, discuss how long the State should anticipate the Contractor would take to implement that change.
- E. Administrative Functions for the State include but may not be limited to:
 - a. View 360 degree program progress
 - b. View reports on individuals and aggregate
 - c. Add and search for users
- F. Contractor must develop and host the System, provide daily back-ups. Respondent should include capabilities in this area, as well as commitment to availability of the System (percentage of time available to users).
- G. Respondent must agree to provide customer service line available to the State no less than M-F, 8:00 am – 5:00 pm.

2.4 Capabilities. Respondent must provide a capabilities statement and past performance for similar systems. A minimum of 3 references (utilizing programs similar to the program outlined within this specification) must be provided with the response. Additional capabilities we would like Respondent to provide if applicable:

- Please address within capabilities if your system has the ability to link with PeopleSoft (this would allow the State to easily transfer names and reporting links).
- Please provide information if you have the ability to provide an online appraisal system for annual and interim employee appraisals.

2.5 Schedule of Services. The Contractor will provide the System for a period of 1 year, with a 1 year renewal option.

2.6 Pricing. The Respondent must provide complete pricing information at the time of response to this solicitation. Pricing must include license fee for up to 1500 users (of which, approximately 200 will be recipients of feedback). Fee(s) for additional users must also be clearly communicated. Any additional fees for development or any other fees must be included with the response.

2.8 Form Contract. Respondent may provide a sample form contract (if available).

SECTION 3: AWARDING CONTRACT

3.1 Notification to Selected Bidder. The bidder to whom the contract will be awarded will be identified and notified by the Bureau of Motor Vehicles Procurement Section.

3.2 Conditions to be Met. In order for the contract to be properly executed and awarded certain conditions must be met by the Contractor. The following items and information

must be completely and accurately supplied to the designated person by the date indicated.

To be submitted to the Contracting Officer within 7 business days of award notification.

3.2.a Insurance - Coverage and Limits – Commercial general liability, including contractual coverage, and products or completed operations coverage (if applicable), with minimum liability limits of \$700,000 per occurrence and \$5,000,000 aggregate unless additional coverage is required by the State. The State is to be named as an additional insured on a primary, non-contributory basis for any liability arising directly or indirectly under or in connection with this Contract.

3.2.b Proof of Worker's Compensation Insurance

The Contractor shall provide proof of such insurance coverage by tendering to the undersigned State representative a certificate of insurance prior to the commencement of this Contract and proof of Workers compensation coverage meeting all statutory requirements of IC 22-3-2. In addition, proof of an "all states endorsement" covering claims occurring outside the State is required if any of the services provided under this Contract involve work outside of Indiana.